STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California Department of Technology Services		Statewide Telecommunications and Network Division
Category: **Telecommunications Systems & Services**	Chapter Title: **CALNET Long Distance Services**	Chapter Number: **0701.0**

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Statewide Telecommunications and Network Division (STND) Services

INTRODUCTION

California Integrated Telecommunications Network (CALNET) is the State of California's private long distance integrated network. Under the direction of the STND, CALNET provides comprehensive network management to integrate voice, data, image and video systems. This chapter covers the following topics: CALNET's switched and dedicated access, Toll Free and Calling Card services. For more information about any of these services, contact the Client Service Center.

CALNET SWITCHED AND DEDICATED ACCESS

CALNET long distance services are available in virtually every area of the state through either switched or dedicated access. When an agency requests access to CALNET, the STND performs a study to determine the most cost-effective way to provide access to the network — switched or dedicated.

Availability

CALNET is available statewide to state, county, city and other eligible local government entities.

Rates

Intrastate calls made within or outside your CALNET service area will vary in their rates, according to the type of network access and calling patterns. Rates range from $.034 to $.105 per minute. These intrastate rates are discounted by 30 percent for evening and night, weekend and state holiday calls.

CALNET Interstate rates are based on a 45 percent discount from the currently effective AT&T long distance tariff rates. CALNET rates are not subject to taxes and surcharges, and there are no minimum traffic volumes for service. Specific rates are based on the agency's type of network access and calling patterns. For more information, contact CALNET Client Services.

Ordering Procedures

INSTALLING NEW SERVICE

State agencies ordering new telephone service with CALNET designated as the Primary Interexchange Carrier (PIC) should submit a Telecommunications Service Request (STD. 20) form to the Local Exchange Carrier (LEC). See ***Chapter 0799.1, Ordering Voice/Data Network Products, Equipment or Services.*** Include the number of lines required, the requested due date and indicate CALNET (10762) as the Carrier PIC on the form. In addition, send a copy of the request to the Client Service Center to ensure the availability of network facilities.

As soon as the LEC provides the new telephone numbers, the Agency Telecommunications Representative (ATR) must send a CALNET Billing Master Update STND-908 form to the Client Service Center. Write "switched access" in the upper left corner. The telephone numbers and their assigned General Services Agency Billing Code(s) are provided to the STND in this manner to ensure provision of service by the requested due date. If the assigned numbers are not received in a timely manner, it may result in users being blocked from placing long distance calls. See ***Chapter 0999.0, Billing for STND Services Forms Index***.

CHANGING THE PIC ON EXISTING SERVICE

Agencies with existing service should submit a STD. 20 form to the STND if they desire to change their PIC to CALNET. In addition, submit a STND-908, listing all current public telephone numbers and write "switched access" in the upper left corner of the form. Send or fax forms to the Client Service Center. The STND coordinates with the Local Exchange Carrier to change the PIC to CALNET and notifies the ATR of the scheduled implementation date.

CALNET TOLL-FREE SERVICE

CALNET Toll-Free service allows clients to offer a toll-free number to their callers and is available in virtually every area of the state. Only the subscriber receives the bill for usage, not the caller.

Availability

The previously stated CALNET availability is also applicable here.

Rates

There is a monthly charge of $15 per Toll-Free number, and a $50 non-recurring charge for additions and changes to service.

CALNET Toll Free service offers the following usage rates.:
Toll Free - Switched Rates:

INTRASTATE		INTERSTATE
InterLATA	IntraLATA	
$0.0585	$0.0483	$0.0785

Toll Free - Dedicated - IntraState Rates:

	Annual Minutes (in Millions)	Rate/Minute
Tier 1	0 - 10	$0.0385
Tier 2	10 - 30	$0.0345
Tier 3	> 30	$0.0315

Toll Free - Dedicated - InterState Rates:

	Annual Minutes (in Millions)	Rate/Minute
Tier 1	0 - 5	$0.0515
Tier 2	5 - 15	$0.0480
Tier 3	> 15	$0.0455

For information regarding routing options, feature functionality and rates, contact CALNET Client Services.

Ordering Procedures

Submit a STD. 20 form requesting CALNET Toll Free service and send it to the Client Service Center. On a STD. 20 form, include the information stated below for either new or existing 800 number service. Attach an 800 Number Availability Form and Responsible Organization Change Request (Resp. Org.) form as indicated below. See ***Chapter 0799.1, Ordering Voice/Data Network Products, Equipment or Services***.

NEW 800 NUMBERS

For new 800 number service, include the following information on a STD. 20 and 800 Number Availability Form respectively:

1. Area of Coverage: Indicate on the STD. 20 form if coverage is needed outside of California since CALNET's Toll Free service default is intrastate usage.

2. Terminating Number: On the STD. 20 form, indicate the existing working telephone number that will terminate 800 number calls. In addition, identify the type of service such as Centrex, 1MB, CALDEX, etc.

3. New Line Service: If new line service for the termination of 800 number calls is needed, note the type of service requested on the STD. 20 form (Centrex, 1MB, CALDEX, etc.), and provide related information such as the termination location, requested due date, features, etc.

4. Agencies requesting dedicated terminations should indicate estimated annual usage and provide any documentation supporting their estimates, such as copies of existing bills for toll-free service, if available.

5. Special Routing: If applicable, identify any CALNET Toll Free routing options on the STD. 20 form.

6. Local Exchange Carrier (LEC): Write the LEC on the STD. 20 form.

7. Specific 800 "Vanity" Numbers: Use the 800 Number Availability Form. The STND recommends a listing of several optional numbers in order of preference in case numbers are not available. Indicate on this form if the STND should reserve the first available number or all available numbers listed. If no "vanity" number is available, indicate the preferred alternative — to resubmit another list of numbers for database inquiry or a random number selection.

EXISTING 800 NUMBERS

If agencies have existing 800 numbers with a different carrier and want to change their Primary Interexchange Carrier (PIC) to CALNET, they should include the following information on a STD. 20 form and Resp. Org. Form respectively:

1. Submit a STD. 20 (include the information listed from 1-5 for new 800 numbers), and

2. Attach a Resp. Org. form. The existing carrier will not release any 800 numbers to CALNET without this form that must be signed by an ATR.

CALNET CARDS

CALNET Cards are available to customers to access the network when they are away from the office, whether traveling or telecommuting. These calling cards access CALNET to place long distance intrastate, interstate and international calls from any telephone in the United States.

Availability

The previously stated CALNET availability is also applicable here.

Rates

CALNET's long distance usage rates are applicable plus a CALNET Card charge of $0.20 per call.

Ordering Procedures

Submit a STD. 20 form requesting CALNET Card Service, along with a CALNET Card order form STND-907, and send them to the Client Service Center. See ***Chapter 0799.1, Ordering Voice/Data Network Products, Equipment or Services***. Allow four weeks for receipt of cards. Temporary cards may be issued under emergency situations.

In order to request an agency code change for existing cards, complete either a STND-907 or a CALNET Billing Master Update STND-908 form. See **Chapters 0799.1 and 0999.0** respectively for these forms. Enter the CALNET Card Number (CCN) in the public telephone number section of this form.

CALNET CARD SECURITY

Use caution when using CALNET Cards — particularly when entering the 14-digit personalized identification number (PIN). PIN security is a user and agency responsibility. Anyone who obtains a user's PIN can place a CALNET Card call.

The STND assigns and embosses a unique CCN on each user's card. The CCN allows the STND to identify each card, provide customer service and process client billing. Agencies should use the CCN *not* the PIN to identify the user's assigned CALNET Card. Call Network Operations, CALNET Help Desk to report lost or stolen cards. The CCN number will be needed to cancel the card.

See Chapter 0101.0, DTS-STND Reference Guide, for all DTS-STND contact information referenced within this chapter.